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### USPTO FACSIMILE COVER SHEET

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To: Commissioner for Patents.  
Fax Number: (571) 273-8300  
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#### MESSAGE:

METHOD AND APPARATUS FOR INTERNET CUSTOMER RETENTION  
Application No. 09/804,728  
Examiner Y. Retta  
Art Unit 3622

Request for Continued Examination  
Petition and Fee for Extension of Time  
Amendment

696.005

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